

Amendments to the Claims:

This listing of claims will replace all prior versions and listing of the claims in the application:

Listing of Claims:

1.-35. (Canceled)

36. (Currently Amended) A method of providing information assistance to a wireless terminal, comprising the steps of:

receiving, from a wireless terminal operated by a requestor, a contact information request with an information assistance application located on an information assistance server, wherein the contact information request is a request for an information record associated with a subscriber terminal that is other than the wireless terminal;

identifying the requestor from unique information included with the contact information request;

determining a contact preference for how to contact the subscriber terminal about the received contact information request with the information assistance application;

generating an authorization request to request permission from the subscriber terminal to provide the information record of the subscriber terminal to the wireless terminal, wherein the authorization request includes an indication of an identity of the requestor based on identification of the requestor from the unique information;

transmitting the authorization request to the subscriber terminal in accordance with the determined contact preference;

receiving a reply from the subscriber terminal indicative of whether or not the requested information record is permitted to be provided to the wireless terminal;

accessing a database to determine format preferences of the requestor based on identification of the requestor from the unique information; and

generating a response for transmittal to the wireless terminal ~~only~~ when the reply is indicative of permission to proceed with provision of the requested information record to the wireless terminal, the response including only information from the information record that is identified by a user of the subscriber terminal as permissible to send to the wireless terminal, the response generated in accordance with the format preferences of the requestor.

37. (Canceled)

38. (Previously Presented) The method of claim 36, further comprising the step of transmitting the generated response to the wireless terminal.

39. (Currently Amended) The method of claim 36, where the response comprises a multi-modal message that includes both a voice-based response and a text-based response generated during a single interaction in accordance with the format preferences of the requestor.

40. (Previously Presented) The method of claim 36, where the request includes at least one information record item about the subscriber terminal selected from a group of information record items comprising a first name, a last name, an address, an employer, a home phone number, an office number, a subscriber's wireless service provider, a previous wireless phone number, or a previous wireless provider.

41. (Previously Presented) The method of claim 36, where receiving, from a wireless terminal, a contact information request comprises interpreting the contact information request with a voice recognition module when the contact information request is a spoken request.

42. (Previously Presented) The method of claim 41, where interpreting the contact information request comprises further interpreting the contact information request with a natural language processing module.

43. (Previously Presented) The method of claim 36, where the request comprises a text message.

44. (Previously Presented) The method of claim 36, where determining a contact preference comprises the information assistance application querying a virtual customer database system.

45. (Previously Presented) The method of claim 44, where querying a virtual customer database system comprises accessing a customer proprietary information record having customer contact data that includes a contact preference, the customer proprietary information record associated with the subscriber terminal.

46. (Currently Amended) The method of claim 36, wherein generating a response further comprises interpreting the reply from the subscriber terminal, and generating a multi-modal response for transmission to the wireless terminal in accordance with the format preferences of the requestor.

47. (Previously Presented) The method of claim 36, where generating an authorization request comprises generating the authorization request in accordance with the determined contact preference.

48. (Currently Amended) A computer readable medium storing a computer program for providing information assistance to a wireless terminal in a wireless communication system, comprising:

a code segment that receives a contact information request for an information item associated with a subscriber terminal, the request generated with a wireless terminal that is other than the subscriber terminal by a requestor that is other than a user of the subscriber terminal;

a code segment to identify the requestor from unique information included with the contact information request;

a code segment responsive to the contact information request that determines how to contact the subscriber terminal;

a code segment that generates an authorization request for permission to provide the information item associated with the subscriber terminal to the wireless terminal; wherein the authorization request includes identification of the requestor as identified from the unique information;

a code segment that transmits the authorization request to the subscriber terminal;

a code segment that interprets a reply from the subscriber terminal to determine if permission to provide the information item associated with the subscriber terminal to the wireless terminal was granted;

a code segment to determine from a database based on the identification of the requestor, a communication preference of the requestor and compatibility settings of the wireless terminal;
and

a code segment that generates a response to the wireless terminal that includes at least a portion of an information record associated with the subscriber terminal when permission is granted, the at least a portion of the information record including from the record information only information specified by a user of the subscriber terminal as acceptable to be provided to the wireless terminal, the response generated in accordance with the communication preference and the compatibility settings.

49. (Canceled)

50. (Currently Amended) The computer readable medium of claim 48, further comprising a code segment that transmits the response to the wireless terminal in accordance with the communication preference and the compatibility settings.

51. (Currently Amended) The computer readable medium of claim 48, where the response comprises a multi-modal message that includes both a voice-based response and a text-based response as indicated in the database as the communication preference.

52. (Previously Presented) The computer readable medium of claim 48, where the code segment that receives a contact information request is configured to include a code segment that

interprets the contact information request with voice recognition to determine how to identify the subscriber terminal when the contact information request is a verbal request.

53. (Previously Presented) The computer readable medium of claim 48, where the code segment that receives a contact information request is configured to include a code segment that performs voice recognition and natural language processing to interpret the contact information request when the contact information request is a verbal request.

54. (Previously Presented) The computer readable medium of claim 48, where the request comprises a text message.

55. (Currently Amended) The computer readable medium of claim 48, where the code segment that receives a contact information request is configured to include a code segment that performs voice print analysis to determine ~~the an~~ identity ~~associated with~~ of the requestor when the contact information request is a verbal request.

56. (Previously Presented) The computer readable medium of claim 48, where the code segment responsive to the contact information request that determines how to contact the subscriber terminal is configured to include a code segment that accesses a virtual customer database system to determine how to contact the subscriber terminal.

57. – 58. (Canceled)

59. (Currently Amended) A system for providing information assistance to a wireless terminal, comprising:

an information assistance application server;

the information assistance application server operable to run an information assistance application that is configured to receive a contact information request from a wireless terminal operated by a requestor for an information item associated with a subscriber terminal other than the wireless terminal;

the information assistance application further configured to determine an identity of the requestor from unique information included with the contact information request;

the information assistance application further configured to determine how to contact the subscriber terminal as a function of a contact preference associated with the subscriber terminal;

the information assistance application further configured to generate an authorization request to request authorization from the subscriber terminal to provide the information item associated with the subscriber terminal to the wireless terminal, wherein the authorization request includes the determined identity of the requestor;

the information assistance application further configured to initiate transmission of the authorization request to the subscriber terminal;

the information assistance application further configured to receive from the subscriber terminal a reply to the authorization request indicating whether or not to provide the information item to the wireless terminal;

the information assistance application further configured to access a database based on the determined identity of the requestor to determine a user preference of a response message

that is suitable for receipt by the wireless terminal, wherein the user preference of the response message is stored as user specific information of the requestor in the database; and

the information assistance application further configured to generate the [[a]] response message for the wireless terminal that includes only information from the information item that is specified by a user of the subscriber terminal, the response message generated only when the reply indicates the information item is to be provided, wherein the response message is generated in accordance with the user preference.

60. (Canceled)

61. (Currently Amended) The system of claim 59, where the information assistance application is further configured to initiate transmission of the response message to the wireless terminal.

62. (Currently Amended) The system of claim 59, where the information assistance application is further configured to generate the response message to include a multi-modal message that includes both a voice-based response and a text-based response based on the user preference.

63. (Previously Presented) The system of claim 59, where the information assistance application is further configured to generate the authorization request to include a multi-modal message that includes both a voice-based request and a text-based request.

64. (Canceled)

65. (Previously Presented) The system of claim 59, where the information assistance application is further configured to generate the authorization request as a function of the contact preference.

66. -- 68. (Canceled)

69. (Currently Amended) The method of claim 36 ~~67~~, wherein receiving a reply from the subscriber terminal comprises receiving an indication in the reply of the information from the information record that is permitted to be provided to the ~~identified~~ wireless terminal of the requestor or the user of the wireless terminal.

70. (Currently Amended) The method of claim 36 ~~67~~, wherein receiving a reply from the subscriber terminal comprises accessing a profile associated with a user of the subscriber terminal to determine the information from the information record that is permitted to be provided to the ~~identified~~ wireless terminal of the requestor or the user of the wireless terminal.

71. (Currently Amended) The method of claim 39, further comprising transmitting the voice-based response and the text-based response sequentially to the wireless terminal in accordance with the user preference.

72. (Currently Amended) The method of claim 36 [[9]], wherein generating a response for transmittal to the wireless terminal comprises accessing a database to determine a format of the response that is compatible with the wireless terminal.

73. (Previously Presented) The system of claim 59, where the information assistance application is further configured to generate the authorization request to include an indicator that prompts a user of the subscriber terminal for a response.

74. (New) The method of claim 36, wherein identifying the requestor comprises authenticating the requestor and verifying the requestor is authorized to make the contact information request.

75. (New) The method of claim 36, wherein generating an authorization request comprises including a response mechanism in the authorization request that enables approval or disapproval of the request for the information record and indication of information to be provided from the information record.

76. (New) The method of claim 36, wherein receiving, from a wireless terminal operated by a requestor, a contact information request comprises receiving a voice-based request in a natural language format, and converting the voice-based request to text with a voice recognition module to identify words, and a natural language processing module to identify the intent or meaning of the words.

77. (New) The method of claim 36, wherein determining a contact preference comprises accessing permissions of the subscriber terminal to determine if the contact information request should be automatically denied categorically, or specifically, based on the identification of the requestor.

78. (New) A method of providing information assistance to a wireless terminal, comprising the steps of:

- receiving, from a wireless terminal, a contact information request with an information assistance server, wherein the contact information request is a request for an information record associated with a subscriber terminal that is other than the wireless terminal;

- identifying an identity of a requestor of the contact information request from unique information included in the contact information request;

- accessing a database to determine a user specific contact preference and a user specific message format for the subscriber terminal in response to receipt of the contact information request;

- transmitting for receipt by the subscriber terminal an authorization request that includes indication of the identified identity of the requestor, the authorization request comprising a multi-modal message that includes both a voice-based request and a text-based request in accordance with the user specific message format, wherein the authorization request is to request permission from the subscriber terminal to provide the information record to the wireless terminal, the authorization request transmitted to the subscriber terminal in accordance with the user specific contact preference;

receiving a reply from the subscriber terminal indicative of whether or not the requested information record is permitted to be provided to the wireless terminal;

accessing the database to determine a requestor specific contact preference and a requestor specific message format for the wireless terminal; and

generating a response message for the wireless terminal, the response message comprising a multi-modal message that includes both a voice-based response and a text-based response in accordance with the requestor specific message format and the requestor specific contact preference.

79. (New) The method of claim 78, further comprising transmitting to the wireless terminal the voice-based response, followed in sequence by the text-based response.